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2012 MAY -8 P 12: 34

Chairman Gary Pierce  
Arizona Corporation Commission  
1200 West Washington  
Phoenix, AZ 85007-2996

CORP COMMISSION  
DOCKET CONTROL

Arizona Corporation Commission

**Re: Tucson Electric Power Company's Application for Approval of its 2011-2012 Energy Efficiency Implementation Plan, E-01933A-11-0055**

DOCKETED

MAY 08 2012

Dear Chairman Pierce and Commissioners,

DOCKETED BY

*LM*

My name is Florence Bramlett and I am the Branch Manager of Preston Insulation. Preston employs a dedicated staff of 43 people and we have spent more than 55 years in business helping Tucson residents and businesses gain control over their energy use and costs by providing and implementing insulation and other energy saving services.

Preston takes pride in the work we have done to help Tucson ratepayers save money. It is very rewarding to see homeowner's reactions to the results of the comprehensive analysis and whole home energy efficiency retrofits that are representative of Tucson Electric Power Company's Demand Side Management program. Prior to its implementation, homeowners were faced with a piecemeal collection of contractors from different trades with disparate solutions. The program properly evaluates the house as a system of inter-related components that needs comprehensive, shared solutions to deliver remarkable savings and comfort gains. In the last 5 months alone we worked with more than 30 homeowners to conduct energy assessments, seal leaky ducts, tighten drafty homes and install insulation. This work saved over 77,000kWh, and saved ratepayers nearly \$12,000 in annual energy costs which can be spent in other areas to help our economy grow.

I strongly encourage you to resolve the matter of the Tucson Electric Power Company's Demand Side Management Plan as quickly as possible. I have had 5 customers in the past 3 weeks since the program closed that have shown a desire to perform all recommended measures for an energy retrofit but could not come up with the upfront costs. I have also had several customers that were planning to perform work quoted several months ago with program rebates, who are now not moving forward with the work. The hold on these important customer programs has been very detrimental to Tucson ratepayers and Preston Insulation. Our company has made significant investments in equipment and training to implement the program. The missed opportunities and waste of business investment will continue without immediate resolution.

I welcome the opportunity to discuss this matter with the commissioners personally and to visit Tucson to see firsthand how a comprehensive audit is performed at a ratepayers home.

Best regards,

*Florence L Bramlett*

Florence Bramlett  
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Tucson, AZ 85713